Quick Reference Guide
M4230

What's in the box*:

D4200 Charging Dock

(supplied as standard with some product configurations only; for charging the handset)

M4230 Handset

(New terminals include a pre-fitted battery and SIM card)

Document pack

Power Supply

*Box contents may vary for replacement/swaps

1. Connect Power Supply & Charging Dock

DO NOT TURN ON HANDSET UNTIL INSTRUCTED

- Remove the battery from the terminal by pressing in the release clip and pulling out the battery. Remove and discard the protection film across the contacts. Replace the battery ensuring that it is firmly in place and flush with the terminal body.
- If Charging Dock supplied, connect a power supply to the **red POWER** port under the Charging Dock and to a mains wall socket.
- Place the handset carefully on the Charging Dock.
- If Charging Dock is not supplied, connect the power supply direct to the terminal.

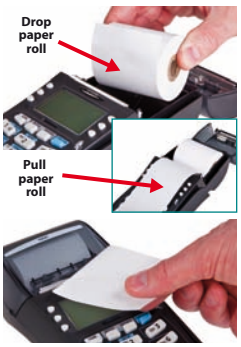
The charging light should light up red to indicate that the battery is charging. Please allow the battery to fully charge before taking it off the dock/supply (this may take 2 to 4 hours).

2. Insert a paper roll:

- Using your fingers, pinch the sides of the Printer Cover and pull up firmly.

If this is a new terminal, remove the roll from the holder and remove an outer packaging that may be present.

- Drop the paper roll into the holder with the paper feeding from **underneath** the roll.
- Pull a short length of the paper over the screen.
- Shut the Printer Cover over the paper until you hear it 'click'.
- Pull and tear the paper over the serrated edge as shown.



3. Turn on the handset:

- **Hold down** the **blue FUNCTION** button.
- Let go when the terminal 'beeps'.

After a few seconds the screen will show the desktop with icons and then the SALE / REFUND (Idle) Screen. The terminal will automatically connect to bank systems to logon as required.

MID Entry:
Your terminal may prompt for you to enter your MID as a security check.

DHCP:
Your terminal will be pre-configured for use on standard networks featuring DHCP (automatic allocation of IP addresses). In the unlikely event that your network does not have this feature, please call the helpdesk for assistance.

Updates

Once a month, your terminal will connect to Spire systems to download any new software and/or important changes. This update will typically occur during the night. For this reason, Spire suggests you leave your terminal powered on and placed on the Charging Dock or directly to the Power Supply at all times. In the event of it being switched off when the update tried to take place, your terminal will notify you to leave its power on for another update attempt the following night.

Please turn over to continue... ▸▸▸

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Sale (Inserting a Chip Card)

Step 1. You can start a Chip and PIN sale transaction in one of two ways:
- Select SALE from the Idle Screen and insert a Chip Card into the terminal's Chip Card reader.
- Insert the Chip Card straight into the terminal's Chip Card reader.

Step 2. Type in the SALE AMOUNT in pence or cents (in Republic of Ireland / ROI) and press **Enter**.
*Example: Typing in **1000** would equate to a value of **£10.00 (€10.00 in ROI)**.*

Step 3. The customer must type in their Personal Identification Number (PIN) on the terminal keypad. After the PIN has been typed in, the customer should press **Enter.**
The terminal will now attempt to connect to the Acquirer. The terminal will then display a response. If the transaction is APPROVED, the Approval Code will then be displayed and the terminal will print the Merchant Copy of the receipt.

Step 4. Remove the card and tear off the Merchant Copy of the receipt and press **OK/Enter. The terminal will then print the Customer Copy of the receipt and display the response again.**

Step 5. Tear off the Customer Copy and hand it to the customer along with their card. Then press **Enter** to return to the idle screen.

Refund (Inserting a Chip Card)

Step 1. Relect REFUND from the Idle Screen and swipe the Supervisor Card when prompted.

Step 2. Press **OK/Enter** to acknowledge that the terminal has accepted the Supervisor Card.

Step 3. Insert the customer's Chip Card into the terminal's Chip Card reader.

Step 4. Type in the REFUND AMOUNT in pence or cents, and press **Enter**.
*Example: Typing in **1000** would equate to a value of **£10.00 (€10.00 in ROI)**.*
The terminal will now attempt to connect to the Acquirer. The terminal will then display a response. If the transaction is APPROVED the terminal will display REFUND ACCEPTED and the terminal will print the Merchant Copy of the receipt.

Step 5. Remove the card and the Merchant Copy of the receipt.

Step 6. The Merchant Copy of the receipt must be signed, and the terminal will ask if the signature is correct.
If you press YES/Enter to confirm, the terminal will print the Customer Copy of the receipt and display REFUND ACCEPTED.
Press **Enter** to return to the Idle Screen.

Sale Keyed (Keyed Entry, for Customer Not Present)

Step 1. Select SALE from the Idle Screen

Step 2. **N.B. On some software versions and configurations, amount entry is after Step 5.**
Type in the SALE AMOUNT in pence or cents, and press **Enter.**
*Example: Typing in **1000** would equate to a value of **£10.00 (€10.00 in ROI)**.*

Step 3. **Carefully** enter in the card number on the front of the card. As you type, you will notice that the message at the top of the screen changes to ENTER CARD NUMBER and the number begins to appear in the box on the screen. Once the number has been typed in correctly, press **Enter**.

Step 4. Type in the EXPIRATION DATE and press **Enter**.

Step 5. You will then be asked if the card is present. Press **NO/Clear** to continue or **Cancel** to cancel the transaction.

Step 6. Type in the 3 digit security code on the back of the card (4 digits on the front of the card for American Express) and press **Enter**.

Step 7. Type in the numbers from the Post Code of the card's registered address and press **Enter**.
*Example: GU**21 5**SB In this case you would enter the Post Code as **215**.*
Type in the house/building number of the card's registered address and press **Enter**.
The terminal will now attempt to connect to the Acquirer.

Step 8. Now you must decide if you are willing to continue with the transaction based upon the Acquirer response displayed.
If you press NO/Clear, the terminal will print out the Reversal Copy of the receipt and connect to the Acquirer to reverse the transaction. If successful, the terminal will display REVERSAL ACCEPTED.
Press **Enter** to return to the idle screen.
If you press YES/Enter, the Approval Code will be displayed and the terminal will print the Merchant Copy of the receipt.

Step 9. Tear off the Merchant Copy of the receipt and press **OK/ Enter.**

Step 10. Tear off the Customer Copy and press **Enter** to return to the idle screen.

Settlement, X and Z Reports

Settlement

Step 1. Ensure the Idle Screen is displayed. Then press the **SETTLE** button on the keypad.

Step 2. Swipe the Supervisor Card when prompted.

Step 3. If your terminal is configured with multiple Acquirers, select the Acquirer you want to settle (ALL HOSTS is recommended).
The terminal will connect to the selected Acquirer(s) and print out the Settlement report(s). The Settlement totals will then be reset to zero.
Responses from host will be: Totals Agree, Totals Disagree, Totals Unconfirmed or Cannot Confirm (Refer to manual for explanations)

X and Z Reports

PLEASE NOTE: The Supervisor Card and/or the local password (default is 0000) are required to access these reports.

To access the reports menu, ensure the Idle Screen is displayed. Then press the **REPORTS** button on the keypad.

X Totals. This is a running report that can be printed off at any point during the day. It displays the total number and total value of transactions performed for each Acquirer since the last Z report was done, but does not reset the totals.

Z Totals. This report can be done at the end of each business day or working week. It performs the same function as an X Totals Report but then **resets** the reports totals in the terminal back to zero.

Please refer to User Manual on User Documents CDROM for instructions including all screen prompts.

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